

# VP Goals Summary



## PIE - Student Services: VP Analysis & Summary

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

<i>Updates on Goals</i>	
<p>ACCESS: All 3 areas in ACCESS and Wellness transitioned to online and remote services successfully and, while student count is down in ACCESS overall, other areas are growing, i.e. DHH signing students, referrals Behavior &amp; Wellness Team and SHS' Mental Health Services.</p> <p>Admissions: Due to SEVP restrictions and the worldwide pandemic our efforts to increase the international student population was met with limited success. The assessment and matriculation committee has received extensive feedback and continues to work on finalizing the appropriate metrics to determine the appropriateness of the AQ2 in meeting the campuses placement goals.</p> <p>EOPS/CARE and CalWORKs have continued to provide students from historically underrepresented backgrounds access to college by providing academic, financial, and personal support. Basic Needs Resources was added during 2019-20 to address basic needs insecurities including food and housing, to students in need. These efforts are ongoing.</p> <p>Successfully implemented ProVerify+ auto verification platform reducing the verification turnaround time from 4-8 weeks to 0-2 weeks, resulting in increase of Pell Grant (12.8%) and Cal Grant (23.2%) disbursed to students.</p> <p><b>Reporting Year:</b> 2019-20</p> <p><b>Update Status:</b> 75</p>	

Ongoing/Multi-Year Goal - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

<i>Updates on Goals</i>	
<p>ACCESS', Behavior &amp; Wellness Team, and Student Health Services conducted multiple face to face and then transitioned to online workshops, presentations, and trainings for the campus community on a variety of pertinent subjects and received high acclaim for their efforts. Examples include DeStress Fest and Mindfulness Meditation (Student Health); ACCESS Puzzle Project "Addressing the Barriers for Students with Autism...", and "Accommodating Students with Disabilities..." online class; Behavior &amp; Wellness Team's Dean's Roundtable and "Addressing Students of Concern.." for Student Services Team.</p> <p>Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House. FA on the Go - collaboration with multiple programs and departments on campus; FA Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions. Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans.</p> <p>Veterans on the Go: Veterans Coordinator will campaign at different areas of the campus to highlight the resources and programming available at the Veterans Resource Center. Will also make a concerted effort to work with Instruction and outside community partners in order to bring in resources for student Veterans and dependents.</p> <p><b>Reporting Year:</b> 2019-20  <b>Update Status:</b> 75</p>	

Ongoing/Multi-Year Goal - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

<i>Updates on Goals</i>	
<p>The A&amp;R office with the help of IT was able to successfully implement and AdobeSign/ Smartsheet document intake, tracking and imaging business process that allows students, faculty and departments to submit required forms.</p> <p>Research continues to be a challenge in the Counseling and Special Programs to plan and develop, services, resources, and interventions to address the academic and equity service gaps in students.</p> <p>EOPS: Attempts to develop a comprehensive and consistent method of gathering institutional outcomes data across the student services division is still a work-in-progress. The unit-level outcomes will align with the divisional outcomes once they are developed with the research office, thus baseline data were not collected this year.</p> <p><b>Reporting Year:</b> 2019-20</p> <p><b>Update Status:</b> 75</p>	

Ongoing/Multi-Year Goal - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

<i>Updates on Goals</i>	
<p>ACCESS: Electronic Records and Files: Smoothly transition paper files, and other stand alone electronic databases into a comprehensive electronic file system (eFiles, Maxient, MediCat).</p> <p>Admissions: A&amp;R office with the help of IT was able to successfully implement and AdobeSign/ Smartsheet document intake, tracking and imaging business process that allows students, faculty and departments to submit required forms.</p> <p>All reporting units had to quickly transition to utilizing technology in their daily operations when the COVID-19 pandemic closed the College in March 2020. While Student Life and EOPS/CARE had incorporated online access to allow students to apply for their programs, conduct training for student club advisors, use of iPads and BoardDocs for A.S. meetings, CalFresh online resources, and increased use of Maxient for student conduct cases. With the transition to fully online services, additional technology uses include online counseling with Cranium Cafe, all meetings and conduct cases conducted via Zoom, all activities and major events through various online platforms (including commencement 2020), e-food cards for basic needs, and Google phone numbers to ensure access to all personnel and offices.</p> <p>Financial Aid: Successfully implemented ProVerify+ auto verification platform reducing the verification turnaround time from 4-8 weeks to 0-2 weeks, resulting in increase of Pell Grant (12.8%) and Cal Grant (23.2%) disbursed to students.</p> <p>As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort.</p> <p><b>Reporting Year:</b> 2019-20  <b>Update Status:</b> 75</p>	

Ongoing/Multi-Year Goal - Training: SS-5 Training: Utilize and promote available training and create additional opportunities for all employees to develop new knowledge and improve existing skill sets.

<i>Updates on Goals</i>	
<p>Counseling: Training was provided monthly to faculty, staff, and student workers. Some of the highlights included Adjunct Training, Customer Service Training for student workers, and Dean's Meeting. This area continues to be challenged due to the funding required to provide training that address, emerging practices in the area of counseling, programming, customer service, and technology.</p> <p>Financial Aid: Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p> <p>Managers and staff of reporting units continued to participate in campus committees, including divisional projects and events to support students. Participation also included EOPS and CalWORKs statewide conferences and trainings, regional coordination committees, management retreat, Title IX training, strengthening student success conference, basic needs conferences, student government and leadership conferences, and shared governance committees. Faculty also participated in FLEX, student equity and guided pathways work groups, MMI, PAC, and SMaRT.</p> <p>Financial Aid: Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance. Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.</p> <p><b>Reporting Year:</b> 2019-20 <b>Update Status:</b> 100</p>	

Ongoing/Multi-Year Goal - Policies: SS-6 Policies: Review, update and/or create college board policies administrative procedures, and departmental protocols to ensure currency, equity, and compliance with state and federal mandates.

<i>Updates on Goals</i>	
<p>Admissions: Customer Service Continue to improve processes which will help us better serve students. Given the changing landscape around AB705 and Mt. SAC's evolving implementation, it is important for assessment to take an active role in helping inform the campus of the new assessment processes</p> <p>Financial Aid: Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.</p> <p><b>Reporting Year:</b> 2019-20 <b>Update Status:</b> 50</p>	

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

<i>Updates on Goals</i>	
<p>ACES, Aspire, Bridge, Career &amp; Transfer Services, Counseling, High School Outreach and Upward Bound are aligning their services to respond to the multiple initiatives forming the CCC such as, Student Equity, Guided Pathways, Promise+Plus, and AB705.</p> <p>Transfer Center: Collaboration continues to expand in all areas, ensuring we are expanding relationships with 4-year universities, K-12 schools, state/federal agencies, employers, and financial literacy partners. We need to develop more advisories among our partners and expand our range to political figures to garner support, grants, and partnerships.</p> <p>Upward Bound provided presentations to both the Hacienda-La Puente Unified School District and Pomona Unified School District. Parents and students talked about their positive experience in the Mt. SAC Upward Bound program and the accomplishments students are having.</p> <p>Increase marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House.</p> <p>FA on the Go - collaboration with multiple programs and departments on campus; FA Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions.</p> <p>Enhanced Calling Campaign: FA Outreach team along with FA staff will reach out to students with pending items and be sure to take them through step by step on how to complete file and/or provide resources for one-to-one assistance such as the FA Success Lab.</p> <p>During the 2019-2020 academic year, completed 2 major calling campaign with over 1,200 students per term. Additional analysis is needed to assess direct impact to students completing their financial aid files.</p> <p>Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans.</p> <p>Veterans on the Go: Veterans Coordinator will campaign at different areas of the campus to highlight the resources and programming available at the Veterans Resource Center. Will also make a concerted effort to work with Instruction and outside community partners in order to bring in resources for student Veterans and dependents.</p> <p><b>Reporting Year:</b> 2019-20</p> <p><b>Update Status:</b> 75</p>	

Ongoing/Multi-Year Goal - Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth, technological trends, and future needs for students and staff.

<i>Updates on Goals</i>	
<p>DHH continues to reside in a semi-permanent space (9D). Due to COVID -19 concerns regarding the air circulation system, there are questions as to whether or not the Center will be allowed to reopen in the near future.</p> <p>9D continues to be scheduled to be torn down when the Book Store (9A) goes away.</p> <p>A permanent home for DHH Services has not yet been determined.</p> <p>Permanent furniture for the student area/hospitality room have been delivered.</p> <p>AV equipment in the student area and in the meeting room have been installed and staff did receive training on all aspects except video conferencing. (06/05/2020) furniture for the student area/hospitality room have been delivered.</p> <p>The Counseling Department continues to be challenged with facilities due to the fact they we do not have a centralized location to provide optimal services to students.</p> <p>Career &amp; Transfer Services lack the appropriate space to provide services and presentations to students. The open lab area where workshops are provided are loud and difficult to present at. The staff is in multiple cubicles and noise becomes a factor when they meet with students one-on-one.</p> <p>High School Outreach continues to be challenged with the space they have due to lack of desk space for the Outreach Specialist, storage, signage, and the area does not allow for meetings with parents/students and the public.</p> <p>EOPS/CARES/Student Life: Each unit has effective relationships with fiscal and facilities units on campus and this contributes to utilizing the resources to effectively support the students they serve. Managers and staff will continue to build on the partnerships that have been developed to ensure the units have the fiscal resources and space planning for current and future needs.</p> <p><b>Reporting Year:</b> 2019-20</p> <p><b>Update Status:</b> 50</p>	



Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

<i>Updates on Goals</i>	
<p>ACCESS and Wellness successfully hired two permanent positions; Case Manager Behavior &amp; Wellness; and ACCESS Instructional Specialist-Writing. ACCESS was approved for 2 permanent replacement position , Instructional Specialist-Math faculty, Director, DHHS, and an hourly instructional specialist for DHH. ACCESS and Wellness was also approved for two newly created positions: Coordinator, DHHS and Assistant Director, Behavioral Health Services. Funds provided by the District were used to support on-going employment of interpreters/CART providers during the unexpected online environment, due to COVID-19, which resulted in a dramatic decrease in work available to them. These funds are now exhausted.</p> <p>Online teaching will extend through at least Fall, 2020. It is anticipated that the work available will continue to be reduced. Therefore, it is anticipated that the expenses for DHH may be less than in previous years. The need for increased funds from the District may not be needed to the same level as previously, but cannot be accurately predicted at this point in time. ACCESS and Wellness continues to fare well in obtaining funds to remain solvent. For example, DHH needed a \$250,000 augmentation last year to make payroll. DHH was successful in obtaining the funds. Student Health Services obtain 2 budget augmentations for needed mental health services, an allocation and a grant from the Chancellor's Office. Behavior &amp; Wellness Team still needs budget augmentation, but hasn't been successful in in getting an increase.</p> <p>Initiate process to transition support for the program to the District by phasing in budget allocations for some of the personnel costs,operating expenditures, and facilities.</p> <p>We request institutionalization of these positions as we progress toward the end of the grant in 2021: Educational Advisor (1 FT),Program Specialist or Coordinator (1 FT), Counselor (1 FT), educational research assessment analyst (1 PT), administrative support (1 FT), and hourly funding for tutors (2 student assistants) and peer mentors (5 student assistants).</p> <p>Financial Aid: Staffing: Hired additional staffing, 1 Manager and 2 FA Specialist assigned to FA Inreach and Outreach, and Veterans Coordinator to increase programming for VRC and student Veterans/dependents in general.</p> <p><b>Reporting Year:</b> 2019-20  <b>Update Status:</b> 75</p>	

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

<i>Updates on Goals</i>	
<p>The A&amp;R office with the help of IT was able to successfully implement and AdobeSign/ Smartsheet document intake, tracking and imaging business process that allows students, faculty and departments to submit required forms.</p> <p>Marketing and Visibility - Promote Counseling Department and Special Program to the campus and community audience via social media, billboards, news, brochures, and multimedia means. Targeted marketing is necessary like student achievement, academic programs, and services/events.</p> <p>Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House. FA on the Go - collaboration with multiple programs and departments on campus; FA Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions. Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans. We continued to inform and educate students and the Mt. SAC community on all federal and state aid programs through our communication channels and information dissemination via campus/community. The platforms being used are emails, campus announcements, "Trending Now" Financial Aid website, Instagram account, publications, campus postings, and inreach/outreach events. With the campus closure due to COVID-19 pandemic, we had to improvise our efforts and implemented FinAid Q&amp;A sessions and one-on-one sessions via Zoom to meet the specific need of prospective and continuing students.</p> <p>Many Equity Center students struggle with the transition into college and often have childhood adverse experiences that have created long lasting consequences that may hinder their college success. A Social Worker will bring the knowledge of public services and the necessary skill set to support and assist our students from a trauma informed perspective.. The Social Worker will support the EC students by providing targeted emotional and social support to individual students. In addition, the Social Worker will assist the programs in developing positive behavioral intervention strategies and develop staff training programs. Because of funding difficulties this goal has not been met.</p> <p><b>Reporting Year:</b> 2019-20  <b>Update Status:</b> 50</p>	